

Quick Reference Guide

Health Plan Authorization Information

Line(s) of Business

- Commercial
- Medicare
- Medicaid

EviCore Provider Resources: [Horizon Provider Resources](#) | [EviCore by Evernorth](#)

Clinical Guidelines: <https://www.EviCore.com/provider/clinical-guidelines>

Clinical Worksheets: <https://www.EviCore.com/provider/online-forms>

Required Information for Prior Authorization: [Prior Authorization Checklist](#)

Case Initiation

- **Provider Portal (preferred):** <https://www.EviCore.com/>
- **Phone:** 866-496-6200
- **Fax:** 888-785-2480

Authorization Timeframes

- **Radiology and Cardiology** – 180 calendar days

Post-Decision Options

- **Reconsideration**

Providers may request a reconsideration review. Reconsideration requests must be submitted within seven (7) business days of the determination date and may be made either in writing or verbally through a clinical consultation with an EviCore physician.

- **Appeals**

EviCore will process first-level appeals. The timeframe for submitting appeal requests to EviCore varies by line of business, providers should refer to the denial letter for specific instructions.

Medicare Members

- Reconsiderations
 - Medicare cases do not include a Reconsideration option.
 - Providers can request a Clinical Consultation with an EviCore physician to better understand the reason for denial. Once a denial decision has been made, however, the decision cannot be overturned via Clinical Consultation.
- Appeals
 - For Medicare appeals, please contact Horizon directly.

Retrospective Authorization Requests (Retros)

Retrospective requests must be submitted within 30 calendar days from the date of service. Each request is reviewed for clinical urgency and medical necessity.

Authorization Updates (facility change, CPT code change, etc.): 866-496-6200

Clinical Consultations (Peer-to-Peer)

- **Web (www.EviCore.com):** Log in, then select “Authorization Lookup” to view availability.
- **Phone:** 866-496-6200

Check Case Status

EviCore Portal at www.EviCore.com: Log in, then select “Authorization Lookup.”

Additional Clinical

EviCore Portal at www.EviCore.com: Log in, select “Authorization Lookup,” then upload additional clinical.

Client and Provider Services Team

- **ECRM (EviCore Communication Relationship Management)**
 - Register or log in at <https://ecrm.Evernorth.com/ecrm>
 - ECRM resources available at <https://www.EviCore.com/ecrm-resources>
- **Phone:** 800.646.0418, option 4

EviCore Web Support

- **Email:** Portal.Support@EviCore.com
- **Phone:** 800.646.0418, option 2
- **Live chat** at www.EviCore.com